| QUESTIONNAIRE 3 |
| --- |

**Household ID:** |_|_|_|_|_|_| |_|_|

**Prefecture:** _____

**Municipality / commune :** _____

**Date :** |_|_| |_|_| |_|_|_|_|

**Interviewer:** _____ |_|_|_|

# SURVEY
# ON THE USE OF INFORMATION AND COMMUNICATION
# TECHNOLOGIES
# 2006

**QUESTIONNAIRE FOR MEMBERS AGED 75-84**
*(For members having been born from 1921 until 1930)*

**Pireaus, 2006**

## 2. DATA OF THE PRE-SELECTED MEMBER

**S/n of the pre-selected member** ……………………………………………………………… |___|___|

**Age** ……………………………………………………………………………………………………. |___|___|

**Sex** …………………………………………………………………………………………..
☐ 1 male
☐ 2 female

**Educational level having been completed:**

- Has not attended / completed any educational level ……………………………… ☐ 0
- Dimotiko (primary)………………………………………………………………………… ☐ 1
- Gymnasium (lower secondary)……………………………………………………… ☐ 2
- Γενικό ή Επαγγελματικό Λύκειο (ΤΕΛ, ΤΕΕ, Πολυκλαδικό)……………………….. ☐ 3
- General/vocational lyceum (upper secondary) ………………………………….. ☐ 3
- Institutes of vocational training (upper secondary) ……………………………… ☐ 4
- Technical Vocational Institutes (Tertiary education) ………………………….. ☐ 5
- Universities, higher military schools ……………………………………………. ☐ 6
- Post graduate studies (Msc.,MBA) …………………………………………………… ☐ 7
- PhD ………………………**.**…………………………………………………………… ☐ 8

**Employment situation:**

- Retired ….. ……………………………………………………………………………. ☐ 1
- Housewife ……………………………………………………………………………**.** ☐ 2
- Other inactive (man of independent means, incapable of work, etc.)
  that is _____ ☐ 3

## MODULE B:  USE OF MOBILE PHONE, COMPUTERS, LOCATION AND FREQUENCY OF USE

**B1. When did you most recently use a computer?**

- In the first three months of 2006 …………………………………………………….. ☐ 1→ B2
- In the time interval April – December 2005……………………………………………. ☐ 2→ B4
- Before April 2005……………………………………………**.**…………………………. ☐ 3→ B4
- Have never used one …………**.**……………………………………………… ☐ 4→ B4

**B2. How often, on average, did you use a computer in the first quarter of 2006?**
(tick one)

- Every day or almost every day……………………………**.**……………………….. ☐ 1
- At least once a week (but not every day) ……………………**.**…………………. ☐ 2
- At least once a month (but not every week) ………………………………………. ☐ 3
- Less than once a month …………………**.**………………………………………… ☐ 4

**B3. In the first quarter of 2006, where did you use a computer?**
*(tick all that apply)*

- At home ……………………..………………………………………….. $\square_1$
- At place of work (other than home)……………………..…………… $\square_2$
- At place of education .. …………………………………………….… $\square_3$
- At another person's home ………………. ……………………………… $\square_4$
- Other (e.g. hotel, airport, internet café, etc.)……………………………… $\square_5$

**B4. Do you use a mobile phone?**

- Yes …………………………………..……………………………….. $\square_1$
- No ……………………………………………………………………………. $\square_2$

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**MODULE C : MODULE C: USE OF THE INTERNET**

**C1. When did you most recently use the internet?**

- In the first three months of 2006………………………………………….. $\square_1 \rightarrow$C2
- In the time interval April-December 2005 …………………………………… $\square_2$
- Before April 2005 …………………………………………….…………….. $\square_3$ } interview
- Have never used it …………… .………………………………………….. $\square_4$ results

**C2. In the first quarter of 2006, on average, how often did you use the intneret?**

- Every day or almost every day …………………………………………….. $\square_1$
- At least once a week (but not every day) ……………………… ……………… $\square_2$
- At least once a month (but not every week) ……………………………… $\square_3$
- Less than once a month ……………………………………………………… $\square_4$

**C3. During the first quarter of 2006, where did you use the internet?**
*(tick all that apply)*

- At home …………………………………..…………………………………… $\square_1$
- At place of work (other than home) ……………………………………….. $\square_2$
- At place of education ………………………………………………………… $\square_3$
- At another person's home ……………… ……..…………………………… $\square_4$
- At other places (e.g. internet café, airport, hotel, etc.)……………………… $\square_5$

  More specifically:
  - Public library …………………………………………………………….. $\square_{5.1}$
  - Post office …………………………………………………………….. $\square_{5.2}$
  - Public Office, town hall, government agency ………………………….. $\square_{5.3}$
  - Cultural, sport club, etc. …………………………………………….. $\square_{5.4}$
  - Internet café ……………………………………………………………….. $\square_{5.5}$

**C4. For which of the following activities did you use the internet in the first quarter of 2006 for private purpose?**
*(tick all that apply)*

### *Information search and on-line services*

- Finding information about goods and services ………………………………… $\square_1$

- Using services related to travel and accommodation…………………………… $\square_2$

- Reading or downloading online newspapers / news magazines……………… $\square_3$

- Seeking health-related information (e.g. injury, disease, nutrition,

  improving health, etc.) …………………………………**.**………………… $\square_4$

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**MODULE D:  E-GOVERNMENT**

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**D1. Would you be interested to use the internet to replace some of your personal contacts with or visits to public services or administrations ?**

- Yes, I already use this possibility ……………………………………………. $\square_1 \rightarrow$D3

- I would be interested (but I am currently not a user)……………………….. $\square_2 \rightarrow$D2

- No……………………………………………………………………………… $\square_3 \rightarrow$D2

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**D2. What are the reasons for not using the internet for dealing with public services or administrations?**

- The services I need are not available on-line or difficult to find ……………… $\square_1$
- Personal contact is missing ……………………………………………………. $\square_2$
- Immediate response is missing ………………………………………………… $\square_3$
- Concerned about protection and security of my data …………………………… $\square_4$
- High connection costs, etc. ……………………………………………………. $\square_5$
- Using the internet for contacts with public services is too complex/

  don't have necessary knowledge  ……………………**.**…………………… $\square_6$
- None of the above. Other ………………………………………………………… $\square_7$

### *FOR THE INTERVIEWER*

- *Persons having answered **2** in **D1** «I would be interested», continue with question **D3**.*

- *Persons having answered **3** in **D1** «No», continue with question **D4**.*

**D3. With which of the following matters are you already dealing via internet or would you like to deal via internet ?**

| | Yes, I have, already done this on-line | Yes, I would like to do this on-line | No, I would not do this on-line |
|---|---|---|---|
| 1. Income taxes (declaration, Notification of assessment, etc.) | ☐1 | ☐2 | ☐3 |
| 2. Job search by labour office………. | ☐1 | ☐2 | ☐3 |
| 3. Social security benefits (unemploy-ment benefits, child allowances) – social insurance (medical costs, etc.)…………………………………… | ☐1 | ☐2 | ☐3 |
| 4. Passport / driver's licence………… | ☐1 | ☐2 | ☐3 |
| 5. Car registration ……………………… | ☐1 | ☐2 | ☐3 |
| 6. Building permission ………………… | ☐1 | ☐2 | ☐3 |
| 7. Theft declaration to the police ... | ☐1 | ☐2 | ☐3 |
| 8. Public libraries ……………………. | ☐1 | ☐2 | ☐3 |
| 9. Certificates (birth, marriage, etc.) | ☐1 | ☐2 | ☐3 |
| 10. Enrolment in higher education or University …………………………….. | ☐1 | ☐2 | ☐3 |
| 11. Announcement for changing address ………………………………. | ☐1 | ☐2 | ☐3 |
| 12. Health related services (appointments, Information on availability of services, etc.)…………………………………… | ☐1 | ☐2 | ☐3 |

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**D4. In the first quarter of 2006, for which of the following activities relating to interaction with public services did you use the internet, for private purposes ?**

*(tick all that apply)*

- Obtaining information from public authorities' web sites …………………… ☐1
- Downloading official forms, certificates, etc. …………………………………. ☐2
- Sending filled in forms, certificates, tax declaration, etc. ………………… ☐3

- Didn't use the internert for the pre-mentioned activities …………………. ☐4

| INTERVIEW RESULT |
|---|

## *Interview completed*

- ➢ Interview completed ......................................................................... $\square_1$

## *No contact made with member, because:*

- ➢ Member temporarily absent................................................................. $\square_2$

## *Interview not made, although contact was made:*

- ➢ Refusal to cooperate........................................................................ $\square_3$